

2025-03

ESET vs. Trellix

Comparison of publicly available data
of Business products

Comparison of product features and services

Based on competitor's highest MDR tier and XDR product available

Name of the feature or service	ESET PROTECT MDR ULTIMATE	Trellix Endpoint Detection and Response	Remarks
Modern Endpoint Protection (Next-gen antivirus)	●	●	
Server Security	●	●	
Client email protection (antispam, anti-phishing)	●	○	
Device Control	●	●	
Web Control	●	●	
Secure Browser	●	○	
Firewall management	●	?	No information available on the feature
Botnet protection	●	○	
Mobile device protection and management	●	●	

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Comparison of product features and services

Based on competitor's highest MDR tier and XDR product available

Name of the feature or service	ESET PROTECT MDR ULTIMATE	Trellix Endpoint Detection and Response	Remarks
Automated threat hunting and remediation / Cloud Sandbox	●	○	
Full-Disk Encryption	●	○	
Vulnerability Assessment	●	○	
Patch Management	●	○	
Mail server security	●	○	
Cloud application protection (MS365, Google Workspace)	●	○	
Multi-Factor Authentication	●	○	
XDR	●	●	
Managed Detection & Response	●	○	
Digital Forensics and Incident Response (DFIR)	●	○	
Premium Support	●	○	Available as paid add-on

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Comparison of product detection capabilities and performance

Research based on
independent test results
of business products

Name of the test, feature	ESET	Trellix	Source
AV-Comparatives (Aug.-Sep. 2024) Business security test Protection rate results (higher is better)	99.6%	99.6%	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/10/avc_biz_2024_10_factsheet.pdf
AV-Comparatives (Aug.-Sep. 2024) Business security test False positives results (lower is better)	2 False Positives	9 False Positives	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/10/avc_biz_2024_10_factsheet.pdf
AV-Comparatives (Mar.-Jun. 2024) Business security test Protection rate results (higher is better)	99.6%	99.0%	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/07/avc_biz_2024_07.pdf
AV-Comparatives (Mar.-Jun. 2024) Business security test Protection rate results (higher is better)	2 False Positives	9 False Positives	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/07/avc_biz_2024_07.pdf
AV-Comparatives (Mar.-Jun. 2024) Business security test Impact Score (lower is better)	3.8 Points	24.6 Points	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/07/avc_biz_2024_07.pdf
AV-Comparatives (Aug.-Nov. 2023) Business security test False positives results (lower is better)	1 False Positive	10 False Positives	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/12/avc_biz_2023_12.pdf

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Comparison of product detection capabilities and performance

Research based on
independent test results
of business products

Name of the test, feature	ESET	Trellix	Source
AV-Comparatives (Aug.-Sep. 2023) Business security test Protection rate results (higher is better)	99.9%	99.7%	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/10/avc_biz_2023_10_factsheet.pdf
AV-Comparatives (Aug.-Sep. 2023) Business security test False positives results (lower is better)	0 False Positives	7 False Positives	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/10/avc_biz_2023_10_factsheet.pdf
AV-Comparatives (March-June 2023) Business security test False positives results (lower is better)	1 False Positive	10 False Positives	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/07/avc_biz_2023_07.pdf
AV-Comparatives (March-June 2023) Performance test PC Mark Score (higher is better)	98.1 Points	96.1 Points	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/07/avc_biz_2023_07.pdf
AV-Comparatives (March-June 2023) Performance test Impact Score (lower is better)	3.9 Points	10.9 Points	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/07/avc_biz_2023_07.pdf
AV-Comparatives (March-April 2023) Business security test False positives results (lower is better)	1 False Positive	8 False Positives	ESET PROTECT Entry + ESET PROTECT Cloud, Trellix Endpoint Security Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/05/avc_biz_2023_05_factsheet.pdf

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Customers' ratings



Based on selected verified reviews of Trellix Endpoint Security as of October, 2024

Ratings	ESET	Trellix
Overall Rating	4.5	4.5
Cloud-based management	4.4	4.4
Prevention	4.6	4.6
EDR Functionality	4.4	4.4
Security suite	4.5	4.4
Managed services	4.6	4.4
Geographic support	4.6	4.4
OS support	4.6	4.4
Malware accuracy and effectiveness	4.6	4.6
Performance impact on endpoint	4.6	4.3
Hybrid Management	4.6	4.5
Pricing flexibility	4.5	4.3
Ability to understand needs	4.6	4.5
Quality of Technical Support	4.6	4.4

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/compare/product/eset-protect-vs-trellix-endpoint-security-suite>)

Selected customer reviews



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Based on selected verified reviews of Trellix Endpoint Security as of October, 2024

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"Navigating Linux Environment Issues, More Harm than Good? "

Overall Comment: "Issue with deployment of our Linux box and performance issues. File blocked are usually false positives."

What do you dislike most about the product or service?

"the use of this solution in Linux environments is painful and has been shown to do more harm than good."

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/vendor/trellix/product/trellix-endpoint-security-suite/review/view/5422494>, submitted Apr 17, 2024)

"Ratings of security products. "

Overall Comment: "When we test the system we use with other cyber security systems, we see that misses some infected files."

What do you dislike most about the product or service?

" Hijacking malicious files, Menus that i find unnecessary, Reporting should be more flexible."

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/vendor/trellix/product/trellix-endpoint-security-suite/review/view/5189052>, submitted Dec 28, 2023)

"Improving Stability: Key Need for Product Excellence "

Overall Comment: "Average - The product needs to be more stable, and the service has a scope for improvement."

What do you dislike most about the product or service?

"Product needs to be more stable. > Service can be improved. > Performance improvements "

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/vendor/trellix/product/trellix-endpoint-security-suite/review/view/5437234> submitted Apr 25, 2024)

"A good product that needs improvement in support"

Overall Comment: "The product is good for securing endpoints and works best when combined with other security products from the same vendor. However, the new versions sometimes need to be rolled back due to issues they cause. Support is unfortunately the weakest point."

What do you dislike most about the product or service?

"Lack of unified agent for ENS and EDR. Difficulties in getting right and timely response from the support. "

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/vendor/trellix/product/trellix-endpoint-security-suite/review/view/4845516> submitted Jun 29, 2023)

ESET KEY ADVANTAGES



MULTI-LAYERED PROTECTION

17 layers safeguard
1+ billion internet users worldwide



LIGHT ON RESOURCES

Top performer for **11 years** in
AV-Comparatives testing



PRAISED BY CUSTOMERS AS EASY TO USE

Verified by reviews on independent
review platforms



AWARD-WINNING

Track record of scoring top of
industry in independent tests



SUPPORT IN YOUR LANGUAGE

700+ customer care experts



SOCIALLY RESPONSIBLE

Benefiting society for more
than **30 years**

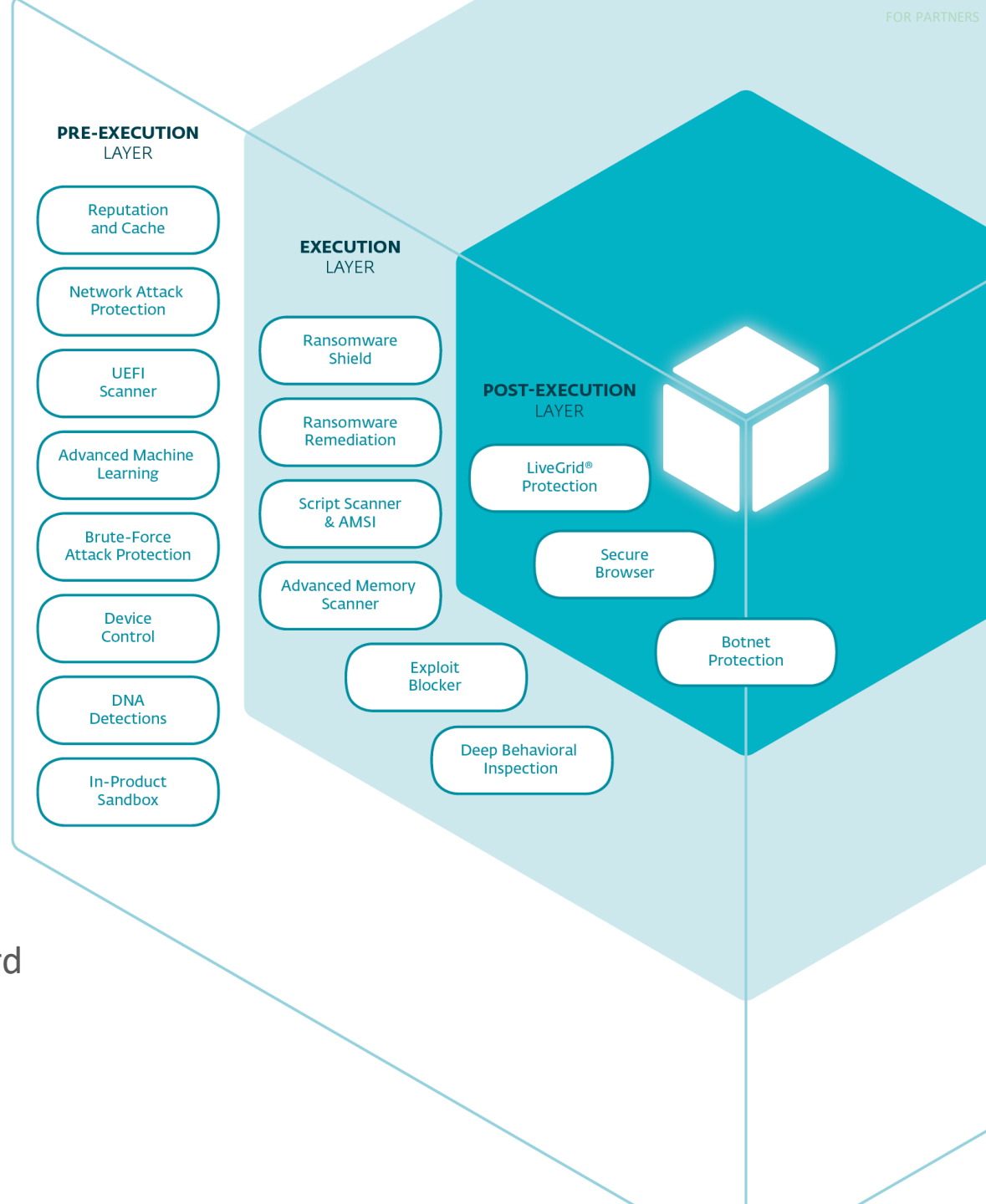


MULTI-LAYERED PROTECTION

17 layers safeguard
1+ billion internet users worldwide

ESET technology has 17 layers of protection that safeguard more than a billion internet users worldwide.

Multi-layered technology provides far more comprehensive protection than basic antivirus software.



ESET KEY ADVANTAGES

**LIGHT ON
RESOURCES**

Top performer for **11 years** in
AV-Comparatives testing

ESET has been a **Top Performer** for 11 consecutive years in AV-Comparatives testing because it provides, among many other things, entertainment, work and internet browsing without slowdowns, a longer battery life with battery-saving mode, and gaming without distracting pop-ups.

ESET KEY ADVANTAGES



PRAISED BY CUSTOMERS AS EASY TO USE

Verified by reviews on independent
review platforms

Easy to use is the key vendor feature highlighted in over 900 customer reviews collected on [Gartner Peer Insights](#).

ESET PROTECT Market Features

Ease of Use	4.6 ★	(507)	Cloud-based Management	4.5 ★	(498)
Prevention	4.6 ★	(507)	EDR Functionality	4.4 ★	(502)
Security Suite	4.5 ★	(503)	Managed Services	4.6 ★	(501)
Geographic Support	4.6 ★	(505)	OS Support	4.6 ★	(506)
Malware accuracy and effectiveness	4.6 ★	(326)	Performance impact on endpoint	4.6 ★	(326)
Management interface /ease of use	4.6 ★	(326)	Protection	4.7 ★	(237)
Performance Impact	4.6 ★	(237)	Deployment and Onboarding	4.5 ★	(237)
Hybrid Management	4.6 ★	(236)	XDR Functionality	4.6 ★	(232)

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Peer Insights.

ESET KEY ADVANTAGES



AWARD-WINNING



ESET ranks among the best in the industry, as evidenced by multiple awards and certifications from organizations such as AV-TEST, AV-Comparatives, MRG Effitas and SE Labs.

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ESET KEY ADVANTAGES



SUPPORT IN YOUR LANGUAGE

700+ customer care experts

More than 700 of our customer care experts speak directly to customers daily from more than 60 ESET customer care centers across 37 time zones. This way, we can offer our services to our customers whenever they need help, wherever they are.

ESET KEY ADVANTAGES



SOCIALLY RESPONSIBLE

Benefiting society for more
than 30 years

We are committed to managing our company in a socially responsible and environmentally sustainable way.

We are proud that our culture of innovation is present throughout the company.

We believe that supporting education, science and R&D brings about change in the digital world and across society.



ESET is a founding member
of the App Defense Alliance,
which ensures the **safety of**
the **Google Play Store**

PROTECTING YOUR FAVORITE INSTITUTIONS AND BRANDS

*“Partnering with a respected member of the
cybersecurity industry like ESET will enhance
the protection of the Google Play ecosystem”*

Dave Kleidenmacher, head of Android security and
privacy at Google

